



**Human Resource Services**

*F O R P U B L I C A G E N C I E S*

## **Request for Information (RFI)**

**For the  
Design and Development  
of an  
Applicant Tracking System (ATS)**

**CPS Human Resource Services**

241 Lathrop Way  
Sacramento, CA 95815

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## **1.0 INTRODUCTION**

### **1.1 Purpose**

This Request for Information (RFI) solicits information and guidance about requirements, methods, development practices and products for the design and development of a new Applicant Tracking System (ATS). Information provided in response to this RFI is intended for use by CPS to identify entities qualified to respond to a subsequent and related Request for Proposals (RFP) that may be issued by CPS.

This RFI is not an offer, nor a commitment to contract and/or purchase any product. The information sought is for CPS evaluation and analysis purposes only. The information provided in response to this RFI will be used to assess available capabilities, products, new and up-coming technologies, and services. The CPS Project Staff and, specifically, the Procurement Evaluation Team, will use this information to begin the creation of a technical specification that will be used to develop the Request for Proposal (RFP).

CPS shall not be obligated in any way to make any award as a result of this RFI nor is CPS obligated to issue a subsequent Request for Proposals. In no event shall CPS be responsible for the cost of preparing responses to this RFI; nor shall CPS incur any liability in connection with this RFI. In the event that CPS elects in its sole discretion to pursue working with Qualified Business Partners, any award shall be contingent upon the execution of an appropriate contract. In addition, any subsequent contract or award shall not grant the Qualified Business Partner or any other entity an exclusive right to provide services that CPS may require. CPS may contract with other entities, multiple entities, or any combination of entities and Qualified Business Partners for the same or comparable services.

Responses to this RFI are to not be considered confidential. Accordingly, respondents shall not supply any information with restrictive provisions regarding its handling or use by CPS and any markings identifying information provided as confidential in response to this RFI.

Responses to this RFI, other than background materials made available during the normal course of business, resumes of key staff personnel, or other materials not specifically prepared in response to this RFI, should not exceed (25) pages. Relevant technical experience developing similar systems will play an important role in the evaluation process.

## **2.0 System Requirements Overview**

CPS is in the process of redesigning an existing human resource applicant tracking system, which utilizes multiple applications, flat files and Commercial Off-the-Shelf tools. The system is based on outdated technology and presents a significant business risk due to limitations in required services. CPS has completed their initial needs phase evaluation of the technical/business requirements and the development of the Requirements Specification<sup>1</sup>.

Significant business justification has warranted the development of a new system. In addition, CPS wants to provide it's customers with the capabilities of Internet Delivery System (IDS), which is built around a unified platform providing a high-level security for the applicant tracking services for all current clients, as well as future clients.

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<sup>1</sup> MetaVista Consulting Group, Requirements Specification

It is highly desirable, but not mandatory, that the system should be developed using technologies currently in use at CPS. Specifically, it is highly desirable for the system to be developed using Microsoft ASP/.Net programming. If an ASP-based solution is not feasible, CPS will consider other alternatives using other mainstream technologies (e.g., Java).

**CPS desires information from interested vendors about the following:**

- Consolidation of multi-platform applications into a single distributed system, hosting Commercial Off-the-Shelf (COTS), as deemed necessary
- Technical design feasibilities for a new Applicant Tracking System (ATS)
- Approximate cost information (i.e., order of magnitude, ballpark estimates, etc.) for both design and development stage
- Information relating security protocols for web-based applications
- Schedule estimates
- Ideas and suggestions that provide alternative approaches to designing, developing, acquiring, operating, and managing an Applicant Tracking System (ATS)

### **3.0 Applicant Tracking System (ATS) Requirements**

This section enumerates the high-level functional requirements for the Applicant Tracking System (ATS). For purposes of responding to this RFI, functional requirements are listed in the form of hypothetical use-case scenarios to serve as technical and business justifications for initial operational capability and will be made available to interested respondents at a scheduled information exchange meeting (Nonconfidential Discussion) or upon request through the use of CPS technical library.

Section 6.1 is a suggested outline for responding to this RFI. This outline is intended to minimize the effort of the respondents and allow for ease of review by the CPS Technical Staff. Potential respondents, however, are free to deviate from this suggested outline as they deem necessary. Illustrations and bullet points are encouraged in lieu of lengthy narrative explanations. The respondents should use the information listed in section 2.0 and 3.0 of this RFI, and the Requirements Specification previously described as a basis for responding.

#### **3.1 Justification for a New System**

Current applications/systems do not meet the needs of CPS stakeholders and are incapable of supporting anticipated growth potentials. The existing system is based on outdated technology and represents significant business risk due to limitations in vendor programs and resources. The new system shall provide all functionality provided by the following systems currently employed by CPS, in addition to any new functionality as defined under the Requirements Specification. Following a successful implementation of the new system, these applications/systems will be retired.

- Applicant Tracking and Processing System (there are multiple installations within CPS)
- Shannon Access Database
- Notary Online System
- Wisconsin Exams System
- Florida CPA System
- Federal Court Interpreter Certification Exam System
- Bay Area Regional Firefighters
- Lab Field Services System
- Online job posting

### **3.2 Possible System Solution**

CPS must meet the Requirements Specification specified above. CPS is open to alternative concepts for solutions that meet these requirements. CPS encourages creativity and “outside the box” thinking in responses to this RFI.

This RFI seeks information about a fully functional dedicated non-shared network system. This system may include a combination of Commercial Off-the-Shelf Tools (COTS) as well as other approaches that could meet the functionality requirements with additional levels of sharing of personnel, equipment and connectivity paths. In doing so, CPS seeks to understand the tradeoffs among risks, costs (initial and ongoing) and alternative technical architectures that incorporate increasing degrees of sharing.

Accordingly, respondents are encouraged to provide information about any alternatives that can be demonstrated to be immune from the kinds of disruptions described in section 2.0.

**Specifically, this RFI seeks the following information:**

- Describe your approach and benefits of a consolidated centralized distributed Applicant Tracking System (ATS) that should interact with Microsoft Customer Relationship Management (CRM) system.
- Discuss alternatives to maintaining system and user records in terms of integrated or independent database repositories and applications; describe the types of user data or records that are essential for ongoing applicant support; discuss administrative human resource records alternatives that allow access by standard web browsers, which provides a certain high level of security.
- Discuss methods for installing new versions and releases in a manner that is seamless to users nationwide; discuss available options for centralized downloading versus individual site-by-site conversions and describe the risks and benefits of each alternative; and how a master project schedule would be developed and implemented.
- Discuss proactive strategies for upgrading or replacing both hardware and software to provide improved functionality and reliability.
- The new system must not require the use of “cookies” as a prerequisite to gaining access to any function. Describe your alternative to gaining access to personal information without the use of passwords, social security numbers, credit card numbers, or birth dates.
- With the integration of a new system, existing systems may be retired. Describe alternatives for migrating retired applications, records and candidate data to the new system.
- Based on your preliminary assessment of the Requirements Specification, describe your overall approach to system design, development and implementation of a new ATS.
- Describe any WAN/LAN interfaces that may be needed; potential network equipment; bandwidth requirements and allocation; any architecture and scalability issues; use of standards and protocols; methods to provide redundancy and fault tolerance.
- Describe your expectations concerning the rights you would maintain in any part of the proposed system you would develop. CPS expects that the data retained in any registry would be CPS property and cannot be used for any other purpose without the sole written agreement from CPS Human Resource Services. CPS also expects to require that the proposed system comply with the requirements and standards of the Federal Records Act (e.g. section 508), the privacy act, and any other applicable statutes, regulations, or orders.
- Briefly describe your company, products, services, history, ownership and any other information you deem relevant. In particular, describe any projects or products you have been

involved in that are similar in concept to what is described in this RFI, including management and operations approach, security requirements, and any relevant lessons learned.

- Include any suggestions on acquisition strategies that CPS should use for this project, e.g., performance based contracting, turnkey approach, two-stage acquisition approach, design first, then development, etc.
- Include any comments on the structure of the functional requirements for a formal RFP response.
- Include any relevant information if your services are currently in use in other government or public agencies, or on other platforms.

#### **4.0 Relationship to Existing CPS Specifications**

Table 4 identifies existing CPS Requirements Specifications and Procurement Processes that have a relationship to system requirements requested in this RFI. All the system specifications, processes and definitions can be retrieved from

<http://www.cps.ca.gov/about/cpsprocurement.asp>

**Table 4**

Document Name	Date
CPS Functional Requirements Specification	October 2003
ATS Procurement Process	February 18, 2003

#### **5.0 Information Exchange Meetings (Nonconfidential Discussions)**

CPS technical and administrative staff will hold nonconfidential information exchange meetings to discuss this RFI with interested potential business partners. Details about these meetings will be made available at a later date. If you wish to participate in meetings, please respond to the contact provided in section 6.2. Please feel free to visit our web page for updates and announcements during this procurement activity.

In addition, CPS will consider meeting individually with interested potential business partners. If you are interested in requesting such a meeting, please respond to the contact provided in section 6.2, below. One or more respondents may be requested to make oral presentations regarding their potential solution. These presentations, if any, will be scheduled individually with each respondent, as appropriate at the sole discretion of CPS.

#### **5.2 Disclaimer**

This RFI is issued solely for information and planning purposes and does not constitute a solicitation or contract. All information received in response to this RFI will be regarded as nonconfidential. Responses to the RFI will not be returned. In accordance with FAR 15.202 (e), responses to this notice are not an offer and cannot be accepted by CPS Human Resource Services to form a binding contract. Respondents are solely responsible for all expenses associated with responses provided in this RFI.

Questions regarding this RFI must be submitted in writing to the contact listed in section 6.2. No questions will be taken over the telephone. CPS makes no representation that it has any obligation to respond to questions or that acceptance of questions by CPS implies any obligation to respond.

## 6.0 Format of RFI Submission

This section provides general guidelines on how to structure a submission to this RFI.

### 6.1 General

- 1) **Conceptual Alternatives** – briefly describe your alternative concepts based on the information provided. Include the capability for the architecture to exceed or meet the Requirements Specification.
- 2) **Feasibility Assessment to the Solution/Alternative** – briefly describe the feasibility of each solution/alternative and the design tradeoffs involved as matched against the Requirements Specification and risk associated with incorporation. (Limit the entire response to 25 pages.)
- 3) **Cost and Schedule Estimates** – Provide cost estimates for each solution/alternative for non-recurring and annual recurring costs.
- 4) **Corporate Expertise** – Briefly describe your company, your products and services, history, ownership, financial information, and other relevant information. In particular, describe any projects you have been involved with that are similar in concept to what is described in this RFI. Include any comments on the structure of the requirements for the formal RFP response.
- 5) **Additional Material** – describe any other materials, suggestions, and discussion you deem appropriate.

### 6.2 Contact Information

Please submit responses via e-mail in Microsoft Office format, and two (2) hard copies, to be received by CPS by 5:00 p.m. PST on March 14, 2003, to the contact below.

#### Send Response To:

James Garner  
ATS Procurement Coordinator  
CPS Human Resource Service  
241 Lathrop Way  
Sacramento, CA 95815

#### Contact Information:

James Garner  
Phone: 916.263.3600  
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